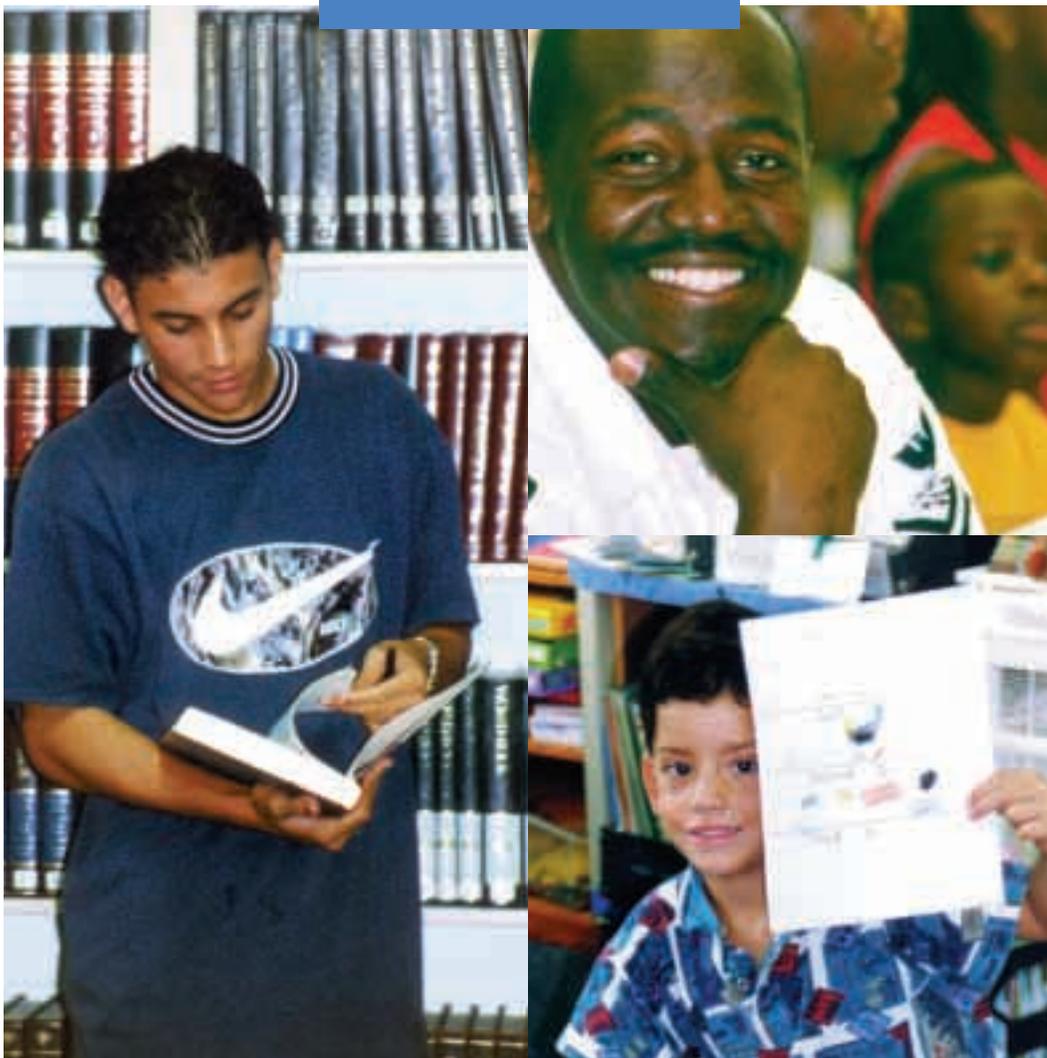


goal 9

By the year 2000, a systemwide accountability process will be established to monitor and improve quality and to ensure the effective and efficient use of human and fiscal resources.



The priority benchmark for this goal states that by the year 2000, DoDEA will establish and evaluate a systemwide accountability process for the monitoring of the Strategic Plan, school improvement process, and student progress. Other benchmarks specify ensuring the effective and efficient use of resources (fiscal, human, material) in support of the educational mission.

The priority benchmark for this goal states that by the year 2000, DoDEA will establish and evaluate a systemwide accountability process for the monitoring of the Strategic Plan, school improvement process, and student progress.



- DoDEA administered its first Customer Satisfaction Survey to a sample of 100 schools in May 1998 in order to measure satisfaction levels of key school stakeholders on important quality indicators. Summary results revealed that all major areas were rated above average on a scale of 1-10.

AVERAGE SATISFACTION RATINGS

Major Areas	Elementary Students	Secondary Students	Teachers/ Staff	Parents
Overall Satisfaction	7.6	6.6	6.9	7.0
Assessment of Teachers	8.4	6.9	NA	7.5
Computer Technology	8.0	7.1	6.8	7.1
The School Bus	6.1	6.1	NA	7.0
Equipment & Facilities	7.1	6.2	7.2	7.1
School Atmosphere	7.2	6.0	7.1	7.1

DoDEA's customers are highly satisfied overall and indicated the following were key strengths:

- Elementary students rated their main teacher and computer technology (i.e., usage, availability and training) relatively high.
- Secondary students are most satisfied with their school counselor and computer technology.
- Teachers and staff are most satisfied with their career and various levels of school administration.
- Parents are most satisfied with their child's teachers, computer technology, and equipment and facilities (e.g., resource materials, science equipment).



DoDEA's customers indicated that DoDEA should focus its energies on the following areas:

- Finding additional means for engaging elementary students in the classroom.
- Examining the presentation of curriculum in secondary math and social studies classes.
- Reviewing school rules and discipline policies to make both more effective for teachers and staff.
- Reviewing the curriculum (e.g., advanced courses, appropriateness to student needs).

- To ensure the effective and efficient use of resources (fiscal, human, material) in support of the educational mission, management services has:
 - Inspected 100% of the DDESS facilities and developed maintenance and repair plans to correct deficiencies.
 - Reduced property losses through an improved property accountability program by 55% from SY 1996-97.
 - Aligned management services to support both the overseas and domestic schools that resulted in a combined contract for school supplies and textbooks.
 - Eliminated redundancy, streamlined practices, sharpened assessments, and improved the safeguarding of assets by revising the DoDEA Management Control Program.
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